

Quality Policy



Crompton Controls is a manufacturing business, specialising in Motor Control Equipment, Electrical Systems & Related Components. We have established this Quality Policy in accordance with BS EN ISO 9001:2015, to be consistent with the purpose and context of our Organisation and to support our strategic aims. It provides a framework for setting and reviewing quality objectives that support our commitment to satisfy applicable customers', regulatory and legislative requirements and our commitment to continually improve our Quality Management System.

Customer Focus	As an Organisation we have made a commitment to understand our current and future customers' needs, meet their requirements and strive to exceed their expectations.
Leadership	Our Top Management have committed to creating and maintaining a safe working environment in which people become fully involved in achieving our objectives.
Engagement of People	As an Organisation we recognise that people are the essence of any good business and that their full involvement enables their abilities to be used for our benefit. The Company maintains employee engagement using the GLO [Good Learning Opportunity] initiative to capture staff improvement ideas and feedback.
Process Approach	As an Organisation we understand that a desired result is achieved more efficiently when activities and related resources are managed as a process or series of interconnected processes
Improvement	We have committed to achieving continual improvement across all aspects of our Quality Management System.
Evidence-based Decisions	As an Organisation we have committed to only make decisions relating to our Quality Management System following an analysis of relevant data and information.
Relationship Management	The Organisation recognises that the relationship it has with its external providers are interdependent and a mutually beneficial relationship enhances the ability of both to create value.

Our Policy is to understand and meet the requirements of other interested parties whenever possible, including our social, environmental, charitable, regulatory and legislative responsibilities. We have produced Quality Objectives which relate to this Policy and a number of Key Performance Indicators [KPIs] to help us monitor our progress with achieving these quality objectives.

This Policy is available to all interested parties as well as being made available to the wider community.

Dave Chappell
MANAGING DIRECTOR